

1. Which of the following is a real challenge to creating a volunteer program (as opposed to a misperception)?
 - a. Volunteers and paid staff do not get along together.
 - b. Volunteers do not stay, so the time spent training them is wasted.
 - c. Coordinating a volunteer program in a sparsely populated rural area.
 - d. Technically competent people are not available during regular business hours.
2. Which of the following is a true benefit of involving volunteers?
 - a. Volunteers eventually gain the skills required to replace paid staff.
 - b. Volunteers provide an additional resource to accomplish tasks that otherwise would languish on the back burner.
 - c. Volunteers apply pressure to make paid staff work harder.
 - d. Volunteers are a free source of labor to do the "grunt" work.
3. You are the Volunteer Coordinator for your agency. Over the past several weeks, you have noticed tension between the volunteers and paid staff. Which strategy would you select to resolve the tension?
 - a. Hold a volunteer recognition day.
 - b. Convene a staff meeting and direct the staff to treat the volunteers better.
 - c. Conduct a team-building session for staff and volunteers.
 - d. Remind the volunteers that they work for the paid staff.
4. Which of the following is a voluntary organization and member of NVOAD?
 - a. The Elks
 - b. Meals on Wheels
 - c. Veterans of Foreign Wars
 - d. The Salvation Army

5. Which of the following is critical to consider when designing a volunteer program?
 - a. The needs of your paid staff.
 - b. How to identify volunteers with the needed skills.
 - c. Getting enough volunteers to fill all needed positions.
 - d. How volunteers can contribute most to your agency.
6. Your community has a large percentage of retirees whom you think could offer valuable services as volunteers. Of the options listed below, select the one that is most likely to take advantage of senior citizens' abilities.
 - a. Allowing them a flexible work schedule.
 - b. Assigning them as mentors to your newest staff members.
 - c. Assigning them to work the most critical jobs.
 - d. Assigning them to jobs with very tight timeframes for completion.
7. Targeted recruitment involves:
 - a. Directing recruitment efforts at specific groups of people.
 - b. Developing a broad-based recruitment strategy.
 - c. Developing detailed training for new volunteers.
 - d. More effort than return.
8. Volunteers who handle agency funds should submit to a criminal background check.
 - a. True
 - b. False
9. Which of the following questions can be asked legally during an interview?
 - a. "Are you married?"
 - b. "Do you own your home?"
 - c. "Do you have any experience doing this type of work?"
 - d. "What are your childcare plans?"
10. As a minimum, a volunteer's training record should include:
 - a. Skills that he/she would need to become a supervisor.
 - b. Course title and date completed.
 - c. Certification requirements.
 - d. Liabilities addressed.
11. You are developing a job description for a volunteer job that requires working under extreme conditions. In developing a job description, which of the following is most critical to include?
 - a. The name and title of the person to whom the volunteer reports.
 - b. The number of hours required each week.
 - c. Growth opportunities, such as training, promotion, conferences.
 - d. An accurate statement of the actual job conditions.

12. Which of the following is a formal means of recognition?
- a. Sending a handwritten thank-you note.
 - b. Taking a volunteer out for coffee or lunch.
 - c. Presenting a volunteer with a plaque at a banquet.
 - d. Including volunteers in staff meetings.
13. Agencies should perform a volunteer program evaluation to:
- a. Justify an increased budget for next year.
 - b. Confirm that the current program is adequate.
 - c. Figure out what works and what is ineffective.
 - d. Determine which volunteer job can be eliminated.
14. A VOAD/NGO Coordinator does NOT:
- a. Recruit, train, and supervise individual volunteers.
 - b. Build relationships with local community VOADs and NGOs.
 - c. Collaborate with local community VOADs and NGOs to develop and exercise a plan on how to coordinate volunteer services in a disaster.
 - d. Act as a liaison between the Emergency Management Agency and local VOADs and NGOs.
15. Shared decisionmaking is an example of:
- a. Poor management.
 - b. Sharing accountability with paid staff.
 - c. Shifting responsibilities for program outcomes.
 - d. Collaboration.
16. Which of the following is a professional group?
- a. IBM
 - b. The American Medical Association
 - c. Veterans of Foreign Wars
 - d. The Citizen Corps

17. Which of the following organizations acts as a clearinghouse for corporate volunteers?

- a. The Points of Light Foundation
- b. The National VOAD
- c. The American Red Cross
- d. The Salvation Army

18. Unaffiliated volunteers:

- a. Are mostly from out-of-State.
- b. Usually call before showing up.
- c. Are affiliated with a voluntary agency.
- d. Can present a potential danger if not handled properly.

19. After a catastrophic event, what is a potential problem that must be handled carefully?

- a. Staff at the disaster site have the skills to get the job done.
- b. Restaurants and hotels donate enough food and lodging to accommodate all staff.
- c. Volunteers assist with recording vital information on victims.
- d. More volunteers show up than can be used effectively.

20. A good way to prevent lawsuits is to:

- a. Explain to potential litigants that volunteers are covered by the Good Samaritan law.
- b. Train your volunteers well.
- c. Restrict volunteer activities to the mundane.
- d. Explain to volunteers that Federal law protects them regardless of State law.

21. In some States, Workers' Compensation:

- a. Covers only volunteers registered with a voluntary agency.
- b. Is available to all volunteers.
- c. Does not cover volunteers.
- d. Covers only spontaneous volunteers.

22. Critical Incident Stress Debriefings:

- a. Must be led by a trained mental health professional.
- b. Prevent stress in volunteer disaster workers.
- c. Should be held before an incident occurs.
- d. Have been shown to be ineffective in reducing stress.

23. A poor way to handle spontaneous volunteers is to:

- a. Use emergency public information to send a consistent message to potential volunteers.
- b. Create a special phone number for volunteers to call.
- c. Set up a central volunteer check-in area for screening.
- d. Give them an assignment and put them straight to work.